

NIH Clinical Center Patient Education Materials

Welcome to the 1H Pediatric Unit

Pediatric Outpatient Clinic

Contact Information

Phone: 301-451-9229

Fax: 301-480-3714

Hours

Monday-Friday: 7a.m. - 7p.m.

The Clinical Research Nurses at the 1H Pediatric Outpatient Clinic care for children and teens who are enrolled in a variety of National Institutes of Health (NIH) research studies. Our team works together to give your child the best care during your time at the Clinical Center. Here is some information about what you and your family can expect.

What happens when you arrive?

After you sign in at the front desk, a nurse will check your child's vital signs (like pulse and blood pressure) and take other measurements.

Please tell us right away if you or your child has:

- Signs of infections (fever, runny nose, diarrhea)
- A history of being on isolation
- Respiratory (breathing) symptoms; if so, please ask for a mask and put it on right away
- MRSA, VRE, CRE, KPC or any other similar infection (or a history of these infections)

Your primary nurse will guide your family through your time at the clinic. If you have not seen your nurse within 15 minutes after you arrive, let our staff at the front desk know.

What are isolation precautions?

If you or your child has a disease that could spread to others, then we may ask you to wear a mask while in the hospital. Your child may also need to follow rules about leaving the room. Your nurse or doctor will explain what to do. By following these rules, your family can help stop the spread of diseases.

Does your child need identification?

We will give your child an ID bracelet to wear on the wrist. Please understand that your child needs to keep it on at all times. The ID bracelet will serve as identification for lab collection and medication administration at NIH.

What should you bring with you?

Please bring an up-to-date list of your child's medicines and dosages with you, including over-the-counter and herbal medications and vitamin supplements. Let your nurse know if your child has any drug allergies.

If your NIH doctor prescribes medicines to take home that are related to your research study, they will be filled at the Outpatient Pharmacy on the first floor. The hours are:

- Monday –Thursday: 8:30a.m. - 6p.m.
- Friday: 8:30a.m. - 8p.m.
- Weekends and Holidays: 8:30a.m. - 12:30p.m.

What can you expect during your child's visit?

Your nurse will get regular updates about the guidelines or rules of your child's research study, as well as daily updates on your child.

Your child may need to go to another part of the hospital for blood tests in phlebotomy. Phlebotomy is on the 1st floor, and it is open Monday through Friday, from 6:30a.m. to 4:15p.m.

Are computers, TVs, and phones available?

Telephones are available in each patient room, and you may make free local calls. We have computers and video games available in the play area. We do not have TVs, but you can use the wireless internet for free.

How does your child receive meals?

Juice and crackers are available for your child while at the clinic. Food may also be purchased in vending machines throughout the Clinical Center and in

cafeterias and cafes. There are also many restaurants in Bethesda, about two miles from the hospital.

What are the rules about visitors?

A visitor may accompany a patient to the designated unit, into the room of the patient whom they are visiting, and into common rooms (lounges, cafeterias, playrooms). Please keep in mind:

- Visitors who have been recently exposed to an infectious disease (for example, impetigo, chickenpox, tuberculosis, hepatitis) may not visit.
- Visitors with cold or flu symptoms are discouraged from visiting.
- Visitors must wash their hands or use hand sanitizer when coming in and leaving your room to prevent spreading germs.
- The bathroom in your room is only for your child and other patients. Visitors should use the Clinical Center's public bathrooms.
- NIH is a smoke-free campus. If you have any questions about our smoking policy, please talk to your health care team. The NIH police may fine anyone who smokes on the NIH property.

What if your child has health problems at home? If your child has a health emergency at home, call 911 right away.

If you have any questions about your child's health or the research study, please call your child's Research Coordinator, your child's nurse, or your child's doctor. If you do not know how to reach them, you can contact them by calling 301-451-9229. After hours, please call the page operator at 301-496-1211.

Your child's research team will let you know if you need to follow up after your visit. Often, we will give your child's test results to you before you leave the clinic. If not, the research team may call you at home. Your child's primary nurse can answer any questions that you have before you leave the clinic.

Patient Portal

The patient portal provides patients with secure access to view selected medical information and the Patient Handbook online at any time.

To create your child's account, visit the website:
<http://patientportal.cc.nih.gov>

This information is prepared specifically for persons taking part in clinical research at the National Institutes of Health Clinical Center and may not apply to patients elsewhere. If you have questions about the information presented here, talk to a member of your health care team.

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[Questions about the Clinical Center?](#)

